

Central Saanich

Age-Friendly Plan



Acknowledgments

The District of Central Saanich acknowledges it is situated on the traditional territory of the WSÁNEĆ people which includes WJOLELP (Tsartlip) and SṪÁUTW (Tsawout) First Nations.

We would like to thank all the District of Central Saanich residents, members of Council, staff, community organizations and partners, and the BC Seniors Advocate for taking the time to share your experiences, wisdom, and guidance throughout the various age-friendly community engagement activities.

We are especially grateful to Age-Friendly Select Committee who provided leadership and support through the age-friendly planning process and provided guidance in the direction of the Age-Friendly Plan. Members included:

- Councillor Zeb King (Chair)
- Councillor Bob Thompson (Deputy Chair)
- Emilie Gorman, Britt Burnham and Andrea Pickard, District of Central Saanich
- Catharine Berghuis, Island Health
- Angela Wheeler, Island Health
- Lorraine Brewster, Panorama Recreation
- Dale Broad and Dani Aldrick, Centre for Active Living 50+
- Emily Doehnel, Tsartlip First Nation Health & Social Programs
- Celina Fletcher and Corey Newcomb, Town of Sidney
- Laura Lavin, Mt Newton Centre
- Kristen Mah, Capital Regional District
- Raymond Moss, Greater Victoria Housing Society
- Jennifer Van Es and Deb Greenaway, Beacon Community Services
- David Willows, Community Member & Saanich Peninsula Accessibility Advisory Committee
- Oliver, Boys and Girls Club

TABLE OF CONTENTS

1.	Introduction.....	1
2.	Age-Friendly Communities.....	2
3.	Approach	3
4.	Planning Context.....	4
5.	Community Profile	6
6.	Key Engagement Findings	7
7.	Action Plan.....	11
7.1	Vision	11
7.2	Age-Friendly Principles	11
7.3	Actions	12

Appendix A – Engagement Summary

1. Introduction

The District of Central Saanich is taking important steps to becoming an age-friendly community, where all residents can be active and engaged members of the community at every stage of life. The District of Central Saanich has developed an Age-Friendly Plan (the Plan) to identify how to support the growing number of older adults in our community through age-friendly services and infrastructure.

The overall purpose of the Plan is to establish a vision and actions to improve and support the ability for older adults to remain in their community, age at home, and be active and engaged members of the community. The Plan provides District Council and staff, and community organizations with an understanding of where the municipality and community partners can support older adults through buildings and infrastructure, services and health care, policies, and communications practices.

It is intended the implementation of the actions is a collaborative effort between the District and multiple community partners and organizations and not the sole responsibility of any one organization. All partners have active and important roles to play.



2. Age-Friendly Communities

Age-friendly communities support aging with dignity, respect, and independence, and promote the inclusion of older adults in all areas of community life. Importantly, by planning for the needs of the older-adult population, age-friendly communities will better meet the needs of all residents.

The World Health Organization¹ identified **eight key areas of community life** in which communities can become more age-friendly:



1. **Outdoor spaces and public buildings** are pleasant, clean, secure, and physically accessible.



2. Public **transportation** is accessible and affordable, a variety of transportation options are available, and transportation-related infrastructure is designed with older adults in mind.



3. **Housing** is affordable, appropriately located, well built, well designed and secure.



4. Opportunities exist for **social participation** in leisure, social, cultural, and spiritual activities with people of all ages and cultures.



5. Older adults are treated with **respect** and are **included in community life**.



6. There are opportunities for **employment and civic participation** that cater to older adults' interests and abilities, and accessible workplaces are available.



7. Age-friendly **communication and information** on programs and services is available in appropriate formats.

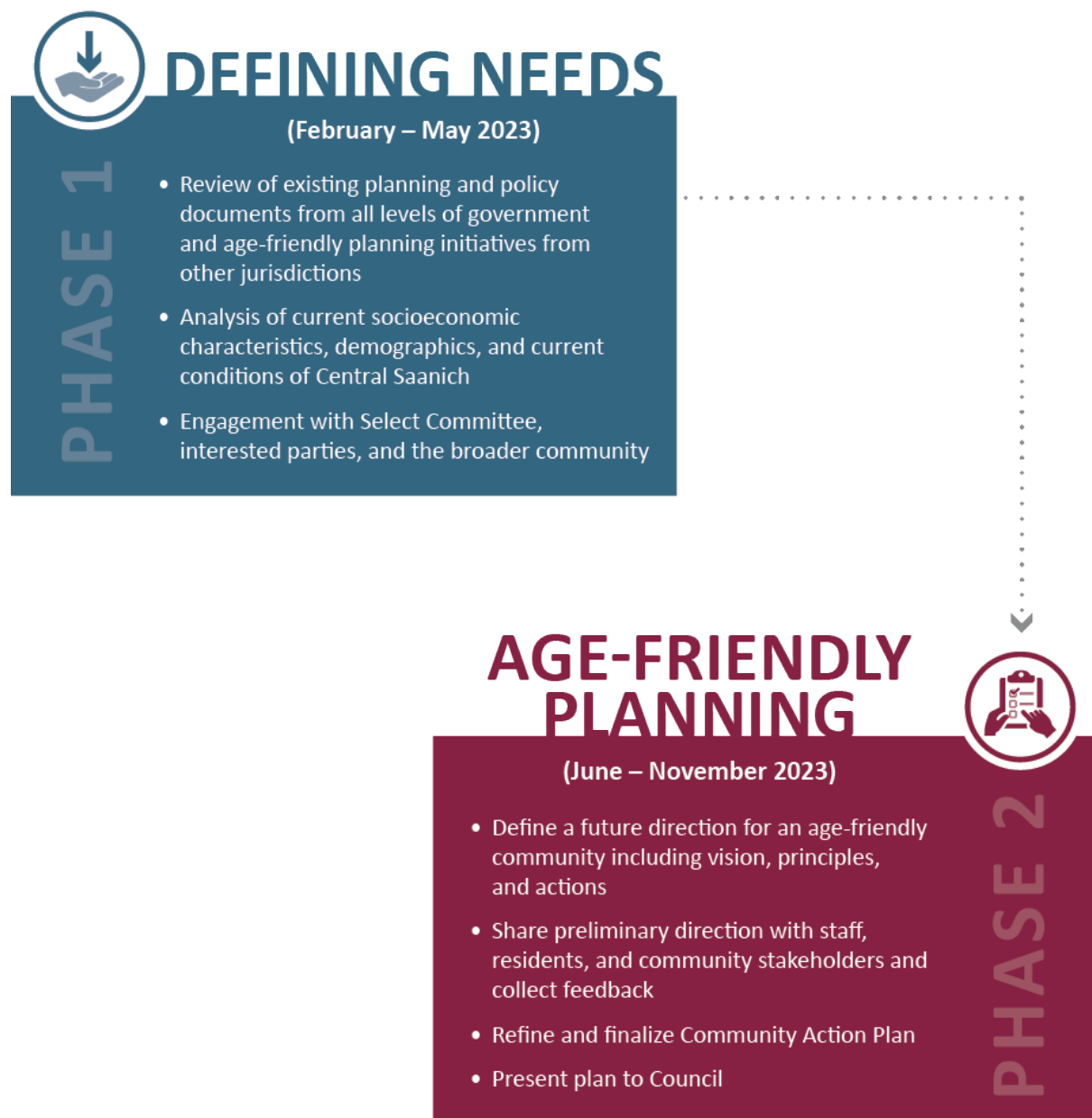


8. **Community support and health services** are tailored to older adults' needs and are well promoted.

¹ WHO Age-friendly Cities Framework: <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/>

3. Approach

The Central Saanich Age-Friendly Plan was developed through a range of research activities and a robust community engagement strategy. The consultation process engaged over 170 participants representing residents, community service providers and organizations, District Staff, and Members of Council. Planning steps in the creation of this Plan included:



4. Planning Context

The District of Central Saanich has a strong policy context for age-friendly planning, including

- support for increased programming,
- encouraging diversity of housing,
- support for active transportation, and
- ensuring accessibility in various areas of community life.

There is support for age-friendly planning from all levels of government. Each level of government provides policy direction to support creating positive physical and social environments that promote healthy aging across communities. BC Healthy Communities recently updated their *Age-Friendly Communities Action Guide for Municipalities and Community Organizations* emphasizing the province's commitment to supporting local age-friendly planning and adding new guidance on planning for diverse populations.

The District's recently updated (2023) Official Community Plan (OCP) supports the development of age-friendly communities through a variety of its fundamental principles, including providing a range of housing opportunities and protecting housing affordability, ensuring mobility and transportation systems for all, fostering a sense of community, and responding to community needs. Specific OCP policies that enable age-friendly planning by targeting the increase of seniors' housing, accessibility, social services, and transportation are summarized below.

- Higher-density apartments and mixed-use buildings are supported in Village Centres where a community benefit is provided, such as affordable, seniors', or supportive housing, community space, medical services, and active transportation infrastructure.
- Specific types of housing developments that are encouraged include rental housing for seniors, First Nations' housing, affordable housing, aging-in-place, accessible housing, and supportive housing.
- Advocating to provincial and federal governments to increase funding and support for seniors' rental housing, affordable housing, First Nations' housing, accessible housing, and supportive housing.
- Principles of universal design should be applied to the design of public parks and trails.
- Support for the Panorama Recreation in creating welcoming programs and facilities for people of all ages.
- All new institutional uses are encouraged to be accessible for all ages and abilities.

- Working with local and regional partners to support the delivery of health care and social services.

Additional plans and strategies in Central Saanich that support age-friendly planning include an Active Transportation Plan (2021), Housing Needs Assessment (2020), Recreation Needs Assessment (2019), Accessibility Plan (underway in 2023), and Parks Master Plan (underway in 2023 to 2024). Each of these plans include policies that are intended to support a range of residents' needs, including support for increased social programming, encouraging diversity of housing, support for active transportation, and ensuring accessibility in various areas of community life (transportation, facilities, outdoor spaces).



5. Community Profile

The following section provides a snapshot of community characteristics from a variety of data sources. A more detailed description can be found in the [Current State Report](#).



Central Saanich's **population is growing**. In 2022, there were 18,689 residents². A **future growth rate of 1% per year is expected** to continue.



Older adults currently make up a large share of the population (~27% are 65 years of age or older) and the **number of older adults is expected to grow**³.



The median household income in 2021 was \$103,000 and **one quarter (~26%) of older adults** were considered **low income** in 2021³.



There is a **need for affordable and supportive housing options for older adults** and there are long wait lists for existing seniors' housing on the peninsula⁴.



There are **limited affordable and convenient transportation options** for older adults in the community⁵.



Around half (~53%) of the older adult population in the South Vancouver Island Health Service Delivery Area perceives their health to be very good or excellent⁶.



Most (~74%) of older adults in the South Vancouver Island Health Service Area perceives their mental health to be very good or excellent⁶.



Most (~89%) older adults reported they have a regular health care provider⁶.



Most (~84%) older adults reported a fairly strong sense of belonging to the local community⁶.



Most (95%) older adults reported a strong sense of life satisfaction⁶.

² BC Stats, 2022

³ Statistics Canada Census, 2021

⁴ CRD Housing Needs Assessment, 2020

⁵ Seniors Services Directory and Community Input, 2023

⁶ Statistics Canada. Table 13-10-0113-01 Health characteristics, two-year period estimates (South Vancouver Island Health Service Delivery Area, includes Greater Victoria, Western Communities, Saanich Peninsula, and Southern Gulf Islands).

6. Key Engagement Findings

Listening to and learning from the experiences of residents and community partners was critical in defining a direction forward to create a more age-friendly community for all. As part of developing this Plan, a series of community engagement activities were carried out with residents, community service providers and organizations, District staff, and Members of Council. Overall, over 170⁷ people were engaged in the creation of the Plan.



⁷ The number of participants is a combined total across the engagement opportunities. Participants could be double counted if they participated in both rounds of engagement or provided feedback in multiple ways (e.g., through a survey and at an in-person event).

As part of the first round of engagement held in April-May 2023, residents and interested parties were asked to share feedback on what is currently working well and how Central Saanich could become more age-friendly. As part of the second round of engagement in July-September 2023, the draft actions were shared, and input was collected on the level of support for the various actions and how they could be improved. Key themes that emerged from feedback provided through these activities, organized across the eight areas of age-friendly communities (as listed in [Section 2](#)), are summarized below. The key themes below are based on a summary of comments from participants who contributed their perspectives through the engagement process. The complete Engagement Summary is available in [Appendix A](#).



Outdoor Spaces and Buildings

Participants highlighted access to and the importance of the library, Centre for Active Living 50+, and Cultural Centre within Central Saanich as strengths.

Although accessibility to public buildings was good overall, participants noted some areas for improvement such as access to Municipal Hall for those with mobility challenges.

The District's focus and responsiveness to maintaining the parks is appreciated and recognized by residents. Participants indicated that they appreciated the access to parks and walkable trails, and they would like to see additional gathering spaces for socialization and for intergenerational activities. Some noted areas to improve include more paths to connect communities and park areas, more washrooms, off-leash parks, and outdoor seating.



Transportation

Although individual communities within Central Saanich have great access to services, a key challenge identified by participants was connectivity between community hubs. Being a rural community, most participants recognize the limits of increasing transit frequency, but there was a strong desire to provide better transportation options between community hubs, to key locations (parks and facilities), and during events.

Parking on roads was noted as creating unsafe conditions for people who walk and bike with no alternative walking or biking paths. There was support from participants for education opportunities for drivers, bikers, and walkers to increase safety as residents move through Central Saanich. Participants also noted the lack of adequate sidewalks and pathways from homes, schools and key locations, and lack of safe crosswalks on main corridors.



Housing

Participants recognized that there currently is a variety of housing options with access to community amenities located in community hubs but there was an overwhelming concern for lack of housing that is affordable. Participants shared that many older adults are homeowners and living alone in large homes, but do not have the ability, or cannot, afford to maintain their homes. Many participants indicate that residents are also living in unaffordable homes, especially older adults on fixed incomes, and they are not always accessible. Participants also noted a lack of affordable options to downsize and long wait lists for supportive and independent living options.

Participants indicated they would like to see more in-home services available, like lawn care, cleaning, and home repairs, that allow them to continue living independently in their own homes. It was noted by some, however, that some of these services do exist and part of the challenges identified might be related to awareness of available programs. Participants also suggested they would like to see more multi-generational living options and supportive housing.



Social Participation

Participants emphasized that the community has a strong capacity to bring people together and indicated a strong sense of connectedness and belonging. They also shared that existing organizations offer great older adults' programs that help to bring older adults together for recreational activities and community events. Participants highlighted gaps in information on what is available within the District for older adults' activities, and they would like to see more opportunity to engage with different generations.



Respect and Social Inclusion

Participants shared that within Central Saanich there is a strong sense of community and indicated there are several activities and programs to help them stay connected to family, friends, and their communities. They identified a need for regular check-ins and creating affordable housing close to community centres to help reduce social isolation. Participants indicated they would like more opportunities for participation in activities across Central Saanich.



Civic Participation and Employment

Participants expressed feeling welcome to get involved in processes for updating and developing local plans and strategies, as well as attend meetings and engage with Council. They also shared that there are many opportunities for mentorship for business owners, employment, and volunteering. A core challenge identified by participants is having a central location or focal point to access information.



Communication and Information

Participants highlighted the ability to access information online and at the library and communications within the District as positive. They also identified challenges with finding and sharing information and suggested more emphasis should be placed on print materials, the return of a welcome wagon, local services brochure, and a centralized method (phone line or drop-in office) to access resources.



Community and Health Services

Participants recognized the Peninsula has excellent health care services, but the current shortages of family medical care and staff in long-term care make it challenging to find a family medical practitioner. They also expressed that the high cost of food is compounded by the costs of home delivery. It was noted that Beacon Community Service's offers three delivered meals a week through the More than Meals program and local food banks include the Peninsula Food Bank and Living Edge Market. Participants also indicated more access to information on what is available would help navigate the existing resources in the District. Additional programs could be added by collaborating with first responders, all levels of government, growing volunteer services, and supporting the Centre for Active Living 50+.

7. Action Plan

7.1 Overview

The purpose of the Action Plan is to establish a vision and develop actions to improve and support the ability for older adults to remain in their community, age at home, and be active and engaged members of the community. The vision and guiding principles, stated below, provided the foundation and framework for the development of the Action Plan, and describe how we would like to see Central Saanich in the future.

The Action Plan is made up of actions that are organized into the eight key areas of community life in which communities can become more age-friendly, as defined by the World Health Organization, and outlined in [Section 2 – Age Friendly Communities](#).

7.2 Vision

Central Saanich is a diverse, welcoming, accessible, and inclusive community where residents of all ages and abilities thrive and feel supported as they age.

7.3 Age-Friendly Plan Principles

Collaborative – Committed partners working together with a shared responsibility to achieving the vision of this Plan.

Accessible – Easily obtainable system of supports that meet the diverse physical health, cognitive and mental health, and social needs of all individuals.

Inclusive – Respect and support for all residents at all stages of life.

7.4 Actions

Actions have been separated into the categories of *Now*, *Next*, and *Foundational*.

Now means that the action is currently underway or is identified as a priority that should be undertaken in the near term.

Next means that the action has been identified as an item that should be completed over a longer term. Although actions categorized under *Next* are important, they may not be the immediate priority due to timelines for completion of the task, not yet having a confirmed lead for the action, or current budgetary constraints.

Foundational means the action is fundamental to the completion of its associated goal in the Age-Friendly Plan and underpins the work the District and other community partners do as an organization, outside the identified actions of the Age-Friendly Plan. *Foundational* actions are not necessarily linked to a specific timeframe but are intended to be ongoing.

It is intended that the implementation of the actions is a collaborative effort between the District and multiple community partners and organizations and is not the sole responsibility of any one organization. All partners have active and important roles to play in creating an Age-Friendly Central Saanich.





Outdoor Spaces and Public Buildings

GOAL: Community buildings, parks, open spaces, trails, and gathering places are accessible and welcoming to people of all ages and abilities

Actions	Leads	Partners	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
1. Support the implementation of the Signage/Wayfinding Strategy to help older adults access information and get around the community more easily through improved signage (considering larger font sizes, no jargon, additional sources of information beyond technology only)	District of Central Saanich (DCS)		Included in DCS budget	Wayfinding Strategy, Parks Master Plan (anticipated 2024), Transportation Master Plan, Annual Capital Projects
Foundational				
2. Incorporate needs of a diverse and aging population, such as accessibility, intergenerational opportunities, and gathering spaces to support social connections into renovations and the planning of new District facilities and streetscapes	DCS		Included in DCS budget	Official Community Plan, Parks Master Plan (anticipated 2024), Active Transportation Plan, Engineering Standards Update
3. Continue to engage older adults as part of the Parks Master Plan process on the diverse needs of older adults including accessibility in parks (e.g., shaded seating, dog parks with seating, pathways construction, exercise equipment, washroom facilities)	DCS		Included in DCS budget	Parks Master Plan (anticipated 2024), Accessibility Plan (anticipated 2023)



Transportation

GOAL: Transportation is accessible and affordable within the District

Actions	Leads	Partners	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
4. Explore opportunities to offer increased affordable transportation options through volunteer drivers, ridesharing, subsidized taxis/Ubers, etc., during community events and activities (i.e., Music in the Park, Peninsula Country Market)	Beacon Community Services	Cycling Without Age, Panorama Recreation, Private operators	TBD	
5. Organize road safety initiatives and educational opportunities with partner agencies to increase awareness and education targeted at older adults who drive, take transit, walk, and bike (or use other modes, e.g., wheelchairs, scooters, e-bikes)	DCS	Central Saanich Police, CRD, Capital City Bikes, BC Ferries, ICBC, BC Transit, Island Health, Centre for Active Living	Staff time	Active Transportation Plan
Next (longer-term)				
6. Continue to work with other jurisdictions and advocate to external organizations to enhance public transportation options and accessibility (e.g., routing, schedule, frequency, accessibility of transit information)	DCS, Ministry of Transportation and Infrastructure (MoTI)	CRD, BC Transit, BC Ferries		

GOAL: Transportation is accessible and affordable within the District

Foundational

<p>7. Continue efforts to evaluate and improve overall safety and accessibility in the District for people who walk, roll, cycle, take transit, and the equestrian community (e.g., lighting, time to cross sidewalks, wider and more sidewalks, speeding enforcement, snow removal, access to information on trails and pathway routes, pick-up and drop-off locations)</p>	DCS	MoTI, Central Saanich Police, Capital Regional District (CRD), BC Transit	Included in DCS budget	Active Transportation Plan, Official Community Plan, Accessibility Plan (anticipated 2023), Parks Master Plan (anticipated 2024)
<p>8. Review current and future District active transportation projects with an age-friendly lens</p>	DCS			Active Transportation Plan





Housing

GOAL: Affordable, diverse, and accessible housing options are available to all District residents

Actions	Leads	Partners	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
<p>9. Increase promotion of available services and support programs for keeping older adults in their homes longer, such as home maintenance, safety, pet care, house cleaning, shopping, socialization, future life planning</p> <ul style="list-style-type: none"> Include age-friendly services and businesses in the Senior Services Directory Share information with partner agencies Share information publicly as possible 	Island Health, Beacon Community Services	Mount Newton Centre Society, Panorama Recreation, Senior Services Directory, DCS, Central Saanich Police, Tsartlip First Nations, Tsawout First Nations, Centre for Active Living, BC Housing	N/A	Official Community Plan
<p>10. Promote funding programs that assist with rental payments and retrofitting of housing to support residents to age-in-place in a home that best meets their needs</p> <ul style="list-style-type: none"> Share information with older adults about programs and support efforts to complete 	DCS, Beacon Community Services, Mount Newton Centre Society		Increase in staff time	Land Use Bylaw, Official Community Plan, BC Housing's Home Adaptations for Independence Program, BC Seniors' Home

GOAL: Affordable, diverse, and accessible housing options are available to all District residents

applications (i.e., through workshops or a Municipal Ambassador)				Renovation Tax Credit, EfficiencyBC Renovation Program
11. Work with building managers and landlords to encourage retrofitting or modifying of homes (e.g., cooling technologies), where structurally feasible, to improve livability	Beacon Community Services Senior Housing Navigator during emergency events	Landlord BC, Island Health, Local Building Managers and Landlords		
Next (longer-term)				
12. Prepare and promote information to older adults about the benefits, opportunities, and challenges of developing secondary suites and intergenerational housing (multiple generations of a family living together/same parcel) to facilitate aging-in-place	DCS		Staff time	Central Saanich 2024-2027 Strategic Plan, Residential Infill and Densification Plan, Land Use Bylaw, Official Community Plan
13. Research and share information on housing programs, such as a HomeShare pilot program (e.g., Happipad , connecting students with older adults) or an accessible housing match program (e.g., The Right Fit)	Beacon Community Services, Mount Newton Centre Society	University of Victoria, Camosun College Interurban Campus		Central Saanich 2024-2027 Strategic Plan, Residential Infill and Densification Plan, Land Use Bylaw, Official Community Plan

GOAL: Affordable, diverse, and accessible housing options are available to all District residents

Foundational

<p>14. Encourage opportunities for a well-coordinated continuum of care (comprehensive healthcare, ranging from home care to assisted living to facility care, memory care, etc.) so older adults can remain within the community as their needs change</p>	<p>Island Health, Beacon Community Services</p>			<p>Central Saanich 2024-2027 Strategic Plan, Residential Infill and Densification Plan, Land Use Bylaw, Official Community Plan, CRD Housing Needs Assessment</p>
<p>15. Encourage the development of resilient housing for both new builds and the retrofitting of existing homes</p> <ul style="list-style-type: none"> Resiliency should focus on energy efficiency, extreme weather and natural disaster safety, and occupant health and safety 	<p>DCS</p>	<p>Developers, Property Managers, Homeowners</p>		<p>Official Community Plan, Land Use Bylaw, BC Energy Step Code</p>





Social Participation

GOAL: Ample leisure, social, cultural, and spiritual activities are affordable and accessible to all District residents

Actions	Leads	Partners	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
16. Continue to maintain and expand options for low cost and no-cost recreational programs and services <ul style="list-style-type: none"> Consider recreational programs and infrastructure specifically targeting older adults Consider implementing a sliding scale for program pricing 	Panorama Recreation, Centre for Active Living, Greater Victoria Public Library (GVPL)	TBD	TBD	LIFE Financial Assistance Program, Official Community Plan, Panorama Recreation's 2022-2026 Strategic Plan
Next (longer-term)				
17. Based on identified needs and interests, continue to expand and promote opportunities to bring more social and educational activities and programming into the community, including intergenerational activities and knowledge sharing (e.g., pen-pals, music/arts/culture, cooking, technology courses) <ul style="list-style-type: none"> Organize and print a booklet of community activities 	Panorama Recreation, GVPL, Beacon Community Services, Centre for Active Living	Tsawout First Nations, Tsartlip First Nations, Saanich Peninsula Arts and Crafts Society, Stelly's Concert Band, Stelly's Secondary School,	TBD	

GOAL: Ample leisure, social, cultural, and spiritual activities are affordable and accessible to all District residents

- | | | | | |
|---|--|--|--|--|
| <ul style="list-style-type: none"> Expand digital access and literacy among older adults through low cost or no-cost educational programs and training opportunities | | <p>Brentwood Bay Community Association, Saanichton Village Association</p> | | |
|---|--|--|--|--|





Respect and Social Inclusion

GOAL: Older adults are respected in the community, and have opportunities to be included				
Actions	Leads	Partners	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
18. Establish a system to check-in on older adults who are isolated during extreme weather events (e.g., heat) <ul style="list-style-type: none"> Identify muster areas where older adults can go for safety and first aid during emergencies Consider creating an emergency preparedness planning course/program Create an inventory of vulnerable residents who need assistance during emergencies 	DCS – Emergency Program	Beacon Community Services, Mount Newton Centre Society, Centre for Active Living, Greater Victoria Housing Society, Pacifica Housing, Island Health, Tsawout First Nations, Tsartlip First Nations, Peninsula Emergency Measures Organization	Staff time	Extreme Heat Grant Climate Adaptation Grant (2 year grant)
19. Continue to implement and promote a check-in/visiting program (e.g., Better at Home) <ul style="list-style-type: none"> Weekly check ins for those living alone Older adults volunteering to check in on other older adults who are isolated 	Beacon Community Services	Mount Newton Centre Society, Centre for Active Living, Island Health, Central Saanich Police, Tsawout First Nations, Tsartlip First Nations, Government of BC, United Way		



Civic Participation and Employment

GOAL: Older adults are respected in the community, and have opportunities to be included

Next (longer-term)

<p>20. Expand age-friendly awareness among local businesses</p> <ul style="list-style-type: none"> Provision of accessible local delivery services at low cost (e.g., pharmacy, groceries) Promotion of existing services Consideration of pricing for low-income older adults Create a checklist for local business to be considered 'age-friendly', including educational materials on supporting older adult customers with varying physical, mental, and cognitive abilities 	<p>DCS - Can create materials and include resources in business newsletter and on web</p>	<p>Local businesses</p>	<p>\$2,000</p>	
---	---	-------------------------	----------------	--

Foundational

<p>21. Acknowledge achievements and contributions of older adults in the community, including volunteers</p> <ul style="list-style-type: none"> Sponsor the Seniors Champion in the Saanich Peninsula's Local Hero Awards 	<p>DCS</p>		<p>Sponsorship costs and staff time</p>	<p>Peninsula News Review Hero Awards</p>
---	------------	--	---	--



Communication and Information

GOAL: Opportunities are provided for employment and civic involvement that cater to older person's interests and abilities

Actions	Leads	Partners	New Budget	Related Plans/Programs
Now (underway and/or near term)				
22. Continue to provide print materials and in-person engagement opportunities to engage older adults in District initiatives	All partners			District Communications and Engagement Plan/Toolkit
Next (longer-term)				
23. Promote local volunteer opportunities <ul style="list-style-type: none"> Promote existing volunteer opportunities with older adults Maintain pool of volunteers who are available to assist older adults Include information in 'Senior Service Directory (SSD)' identified in Action 25 	DCS, Beacon Community Services, Volunteer Victoria	Senior Service Directory, Centre for Active Living, Beacon Community Services, Mount Newton Centre Society		
24. Establish an older adult employment directory to be included in the 'Senior Service Directory (SSD)' identified in Action 25	Seniors Service Directory Wellness Navigator, Seniors Serving Seniors of BC			

GOAL: Local information and communication materials are easy to understand and accessible to all residents

Actions	Lead	Partner	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
25. Promote the Seniors Service Directory (SSD), which is a directory of local community resources for older adults in the CRD <ul style="list-style-type: none"> Explore options to organize the SSD by location Provide both in hard copy (i.e., service directory) and digital format (i.e., service web portal) Develop a communications strategy to actively promote and share SSD and portal 	Seniors Service Directory Wellness Navigator	DCS, Beacon Community Services, Centre for Active Living, Panorama Recreation, Mount Newton Centre Society, Central Saanich Police, Greater Victoria Public Library (GVPL)	DCS staff time; other impacts TBD/SSD receptive to feedback and planning web version	
Next (longer-term)				
26. Explore opportunities for regular drop-in sessions (e.g., 'Soup is On', 'Coffee Chats') hosted by rotating partner organizations	Beacon Community Services, Centre for Active Living	All partners		



Community Support and Health Services

GOAL: A continuum of community and health services is available and accessible to older adults in the District

Actions	Lead	Partner	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
27. Host a Community Services and Health Expo each June during National Seniors Month to share information with older adults about existing and available services <ul style="list-style-type: none"> Host a booth at the Peninsula Country Market to share information 	Canadian Federation of University Women (CFUW) – Saanich Peninsula Chapter	DCS, Beacon Community Centre, Centre for Active Living, Island Health, Panorama Recreation, Mount Newton Centre Society	Council may be approached to sponsor the event for approximately \$3,000	
28. Ensure community and health service information is provided in the Centre for Active Living, GVPL, Panorama Recreation, local businesses, and other key places	DCS, GVPL, Centre for Active Living, Panorama Recreation, Beacon Community Services, Mount Newton Centre Society		Staff time	

GOAL: A continuum of community and health services is available and accessible to older adults in the District

Next (longer-term)

29. Explore opportunities to open a satellite office for Beacon Community Services in Brentwood Bay	Beacon Community Services, DCS	DCS Police Service	Staff time	
--	--------------------------------	--------------------	------------	--

Foundational

30. Continue to support the expansion of delivery of in-home services such as home care, personal care, and personal hygiene, and transportation to appointments	Island Health	Beacon Community Services, Mount Newton Centre Society		Official Community Plan
31. Continue to advocate for adequate funding and provision of health services in Central Saanich, including adequate ambulance services and support for cluster care models (where health aides care for multiple residents who live in proximity at one time) for health services	DCS Council and Staff	Island Health	Staff time	Official Community Plan
32. Prioritize physician and health care provider recruitment through advocacy and identification of brick-and-mortar locations for the purpose of providing fundamental health care	DCS Council and Staff	Island Health	Staff time	Official Community Plan



Implementation

GOAL: The actions are moved forward, and implementation is monitored				
Actions	Lead	Partner	New Budget	Related Plans/ Programs
Now (underway and/or near term)				
33. Integrate District actions into service plans	DCS		Staff time	Central Saanich 2024-2027 Strategic Plan
34. Commit to an annual check-in on implementation of Plan actions	DCS	Centre for Active Living, Panorama Recreation, Beacon Community Services, Mount Newton Centre Society, GVPL, Island Health, Tsawout First Nations, Tsartlip First Nations	Staff time	

What We Heard

Central Saanich Age-Friendly Plan



Acknowledgements

The District of Central Saanich acknowledges it is situated on the traditional territory of the WSÁNEĆ people which includes WJOLEŁP (Tsartlip) and SṪÁUTW (Tsawout) First Nations.

We would like to thank all the District of Central Saanich residents, members of Council, staff, community organizations and partners, and the BC Seniors Advocate for taking the time to share your experiences, wisdom, and guidance throughout the various age-friendly community engagement activities.

We are especially grateful to Age-Friendly Select Committee who provided leadership and support through the age-friendly planning process and provided guidance in the direction of the Age-Friendly Plan. Members included:

- Councillor Zeb King (Chair)
- Councillor Bob Thompson (Deputy Chair)
- Emilie Gorman, Britt Burnham and Andrea Pickard, District of Central Saanich
- Catharine Berghuis and Angela Wheeler, Island Health
- Lorraine Brewster, Panorama Recreation
- Dale Broad and Dani Aldrick, Centre for Active Living 50+
- Emily Doehnel, Tsartlip First Nation Health & Social Programs
- Celina Fletcher and Corey Newcomb, Town of Sidney
- Laura Lavin, Mt Newton Centre
- Kristen Mah, Capital Regional District
- Raymond Moss, Greater Victoria Housing Society
- Jennifer Van Es and Deb Greenaway, Beacon Community Services
- David Willows, Community Member & Saanich Peninsula Accessibility Advisory Committee
- Oliver, Boys and Girls Club

TABLE OF CONTENTS

1.	Age-Friendly Community Plan Overview	2
2.	Engagement Overview	3
3.	Engagement at a Glance	5
4.	Round 1: What We Heard – Strengths and Challenges	7
5.	Round 2: What We Heard – Draft Actions	17
6.	Final Thoughts from the Community	26
7.	Next Steps.....	26

1. Age-Friendly Community Plan Overview

The District of Central Saanich is taking important steps to becoming an age-friendly community, where all residents can be active and engaged members of the community at every stage of life. Age-friendly communities support aging with dignity, respect, and independence, by promoting the inclusion of older adults in all areas of community life. Importantly, by planning for the needs of the older-adult population, age-friendly communities are designed to better meet the needs of all residents.

As part of this work, the first round of community engagement was carried out from April to May 2023 and the second round of engagement continued throughout the summer and into early fall, from July to September 2023. This report summarizes the experiences and insights shared by residents, community service providers and organizations, and District staff and members of Council.

Engagement activities were aimed at hearing a range of opinions and experiences on the current and future age-friendly needs across the District and culminated in identifying actions. This report outlines what we heard throughout the engagement.



Focus Group

2. Engagement Overview

Community engagement activities were used to create awareness about age-friendly planning and collect experiences and feedback on age-friendly needs and opportunities across the District. The insights collected built on the project team's background analysis to create a meaningful and impactful Age-Friendly Plan to guide the District's planning.

In Round 1, participants were asked to share their insights, experience, and ideas in creating a more age-friendly community across the 8 areas of age-friendly communities¹. Key themes identified in [Sections 4 and 5](#), have been organized across those 8 areas of age-friendly communities.

The engagement approach provided opportunities to gather input on community strengths, needs, and opportunities to becoming an age-friendly community. As part of the engagement activities, participants were asked to share their perspectives on:

1. Ways Central Saanich is currently age-friendly
2. How Central Saanich could be more age-friendly
3. The priorities of the Age-Friendly Community Plan

Round 1 engagement included the following:

- **"Let's Talk Central Saanich" Online Engagement**

A project website was used to share project information, background documents and promote engagement activities.

- **Older Adults Focus Group Session – April 13, 2023**

Local older adults came together to share their thoughts, experience, and insights.

- **Interested and Affected Parties Focus Group Session – April 13, 2023**

Community service providers and key groups were invited to explore and share how Central Saanich can be a community where residents of all ages thrive.

- **Key informant interviews – April & May 2023**

A series of interviews were held with program and service providers on the Peninsula, as well as various District staff, to help identify current and future age-friendly needs across the District.

¹ For more information on Age-Friendly Communities visit our [project website](#). The development of an Age-Friendly Plan for the District of Central Saanich is guided by the WHO framework and considers these eight dimensions.

- **Community Coffee Chat – April 18, 2023**

An online coffee chat provided a virtual opportunity to learn about the project and contribute to the conversation on creating an age-friendly community.

- **Pop Up Event – April 19, 2023**

A pop-up event was held at the Central Saanich Library to share information on the project and provide an opportunity to learn and provide feedback on what makes an age-friendly community.

- **Community Survey – April 11 – May 14, 2023**

A public survey was available online on the Let's Talk Central Saanich website and printed copies were available at engagement events or at the District office.

- **Community Conversation Guides – April 11 – May 14, 2023**

Participants were invited to bring together friends, family, co-workers, volunteers, neighbours or complete the workbook on their own and share their collective knowledge and experiences with the project team.

- **Select Committee Meetings (3) March – May 2023**

Additional guidance and feedback were gathered from the Age Friendly Select Committee.

Round two engagement included the following:

- **Direct outreach to stakeholder groups**

Staff reached out to a number of groups for underrepresented demographics as well as local organizations serving older adults to inform them of the project and invite their comments on the draft.

- **“Let's Talk Central Saanich” Online Engagement**

The project website continued to be a place to access project documents and learn about engagement activities.

- **Stakeholder consultation – Summer/Fall 2023**

Follow-up meetings were held with program and service providers as well as various staff from the District, including the Emergency Program and Police Service, to help identify current and future age-friendly needs across the District.

- **Age-Friendly Community Plan Open House – July 27, 2023**

An Open House at the Central Saanich Centre for Active Living shared a summary of what we heard during the first round of community engagement, draft actions of the age-friendly Plan, and provided an opportunity to gather further input and ideas.

- **Community Survey – July 25, 2023 – September 16, 2023**

A public survey was available online on the Let's Talk Central Saanich website and printed copies were available at engagement events, the Library, Centre for Active Living, Tsartlip First Nation, Tsawout First Nation and the District office.

- **Select Committee Meetings (2) June – September 2023**

Additional guidance and feedback on the framework and draft actions were gathered from the Age-Friendly Select Committee.

3. Engagement at a Glance



Who We Heard From

We had over 170 written and verbal submissions were received through the engagement process for the Central Saanich Age-Friendly Community Plan.

Highlights

- During the first round of engagement 66% of survey participants were residents of Central Saanich and during the second round of engagement 92% were from Central Saanich.
- The majority of participants in the first and second round of engagement indicated they were aged 50 or older.
- During the first and second round of engagement, 25% of people who participated have lived in the community for 5 - 10 years. When looking at participants who have lived in the community longer, 5% of participants in round one identified they lived in the community for 25+ years which increased to 40% of participants in round two.
- In both rounds, participants shared they heard about the survey from a mix of sources, including social media, direct email, and the District's newsletter.



4. Round 1: What We Heard – Strengths and Challenges

During the first engagement process, we heard a variety of perspectives and thoughts on a wide range of topics related to current strengths, challenges, opportunities, and priorities in age-friendliness across Central Saanich. The key themes that emerged from the perspectives shared have been organized by the eight areas of age-friendly communities.



Outdoor Spaces and Public Buildings

Participants highlighted access and importance of the library, Centre for Active Living (“Seniors Centre”) and Cultural Centre within Central Saanich. Although accessibility to public buildings was good overall, there were some noted areas for improvement such as access to Municipal Hall for those with mobility challenges.

The District’s focus and responsiveness to maintaining the parks is appreciated and recognized by residents. Participants indicated they appreciate access to parks and walkable trails, and they would like to see additional gathering spaces for socialization and for intergenerational activities. Some noted areas to improve include more paths to join areas, more washrooms, off-leash parks, and outdoor seating.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Parks and walking trails (Pioneer Park, Centennial Park, community garden) 	<ul style="list-style-type: none"> Access to washrooms 	<ul style="list-style-type: none"> Community centre in Central Saanich
<ul style="list-style-type: none"> Well maintained parks 	<ul style="list-style-type: none"> Access to waterfront parks / beach 	<ul style="list-style-type: none"> More greenspace and paths by fields
<ul style="list-style-type: none"> Library, Seniors and Cultural Centres, Panorama Recreation Centre 	<ul style="list-style-type: none"> Ability to get to outdoor spaces and public buildings 	<ul style="list-style-type: none"> More gathering spaces and benches to encourage socialization
<ul style="list-style-type: none"> Lawn bowling facilities 	<ul style="list-style-type: none"> Outdoor seating and shelter (heat and rain) 	<ul style="list-style-type: none"> Park accessibility is incorporated into planning new parks and facilities

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Fairgrounds & Saturday market 	<ul style="list-style-type: none"> Municipal buildings need to be accessible (no elevator in municipal hall) 	<ul style="list-style-type: none"> Provide off leash parks for those with mobility issues for socialization
<ul style="list-style-type: none"> Accessible buildings and spaces 	<ul style="list-style-type: none"> Signage in parks 	<ul style="list-style-type: none"> More opportunities for intergenerational activities
<ul style="list-style-type: none"> Parking at buildings and parks 	<ul style="list-style-type: none"> Benches / seats located on roadsides, clinics, lab, medical clinics 	



Transportation

Transportation facilitates people being independent while also supporting aging in place. Although communities have great access to services, a key challenge identified by participants was connectivity between village centres. Being a rural community, most participants recognize the limits of public transit, but there was a strong desire to provide better transit between community hubs, to key locations (parks and facilities), and during events.

Parking on roads was noted as an issue that creates unsafe conditions for people who walk and bike with no alternative walking or biking paths. There was support for education for drivers, bikers, and walkers to increase safety as residents move through Central Saanich. Participants noted the lack of adequate sidewalks and pathways from homes, schools and key locations and lack of safe crosswalks on main corridors.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Volunteer driver program 	<ul style="list-style-type: none"> Inability to get to events/activities/hubs 	<ul style="list-style-type: none"> Shuttles to key areas (Panorama, LTC facilities, Bus stops, Ferry)
<ul style="list-style-type: none"> HandyDART 	<ul style="list-style-type: none"> Limited bus options outside of the main routes, frequency of bus service, especially in the evening, must book far in advance, and limited availability 	<ul style="list-style-type: none"> Transportation to events, parks, and for special needs (cooling centres)

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> ▪ Pedestrian walkways in the community hubs (Saanichton, Brentwood Bay) 	<ul style="list-style-type: none"> ▪ Not enough crosswalks (add flashing lights) 	<ul style="list-style-type: none"> ▪ Active older adults need safe areas to walk
<ul style="list-style-type: none"> ▪ Ferry to Mill Bay, access to Airport 	<ul style="list-style-type: none"> ▪ Sidewalk width, ramps, and lighting 	
<ul style="list-style-type: none"> ▪ Good bus service ▪ Community hubs allow easy access to services 	<ul style="list-style-type: none"> ▪ Safety concerns with lack of or unsafe sidewalks and pathways ▪ Bike lanes are unprotected and intermixed with road parking creating safety concerns ▪ Lack of transportation when unable to drive leads to isolation and inability to get food ▪ Connectivity between communities for bikers and walkers 	<ul style="list-style-type: none"> ▪ Bring back printed schedules for busses and options for travel ▪ Bring in BC Transit, ICBC, and Police - education on road safety



Housing

Participants expressed there currently is a variety of housing with access to community amenities located in community hubs but there was an overwhelming concern for housing that is affordable. Many older adults are homeowners and living alone in large homes, but do not have the ability or cannot afford to maintain homes. Many are also living in poor housing conditions. There is a lack of availability of affordable options to downsize and long wait lists for supportive and independent living options.

Residents would like to see more in-home services available, like lawn care, cleaning, and home repairs, that allow them to maintain living independently in their own homes. Residents also suggested they would like to see more multi-generational living options. In addition, they would like to see more supportive housing.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Variety of housing (mixed housing, older adults, small homes) 	<ul style="list-style-type: none"> Poverty of older adults and inability to maintain home and increasing costs (condo fees) 	<ul style="list-style-type: none"> Provide a range of affordable housing types such as co-op housing, home-sharing, multi-age housing
<ul style="list-style-type: none"> Community hubs offer a variety of accessible services 	<ul style="list-style-type: none"> Very limited rental pool and limited apartments for downsizing 	<ul style="list-style-type: none"> Offer home maintenance services (lawn care, home repairs) to support aging in place
<ul style="list-style-type: none"> Safe communities Supportive home care services, delivery services 	<ul style="list-style-type: none"> Current market is not affordable Availability of accessible housing, lack of affordable housing and inability to renovate Isolation of older adults living alone Long wait lists for assisted living 	<ul style="list-style-type: none"> Incentives for the addition of suites to provide options for intergenerational living Support improvements to homes that make them more accessible Encourage densification in core areas to accommodate housing. Provide realistic retirement planning (affordability)



Social Participation

The community has a strong capacity to bring people together. A few organizations offer great older adults' programs that help to bring older adults together for recreational activities and community events. They highlighted gaps in information on what is available within the District for older adults' activities, and they would like to see more opportunity to engage with different generations.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Seniors Centre, Mt Newton Centre, Library 	<ul style="list-style-type: none"> Need more information on what is available 	<ul style="list-style-type: none"> Bring more speakers, arts, and entertainment to older adults' homes

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Activities in the community including lawn bowling 	<ul style="list-style-type: none"> Not enough opportunities for older adults 	<ul style="list-style-type: none"> Create a committee to organize entertainment
<ul style="list-style-type: none"> Saanich Fairgrounds and markets Panorama Recreation is good and easy to get to 	<ul style="list-style-type: none"> People no longer can afford to attend events Would enjoy more engagement with young people 	<ul style="list-style-type: none"> Create opportunities for youth and older adults Bring people together: Mayor and Council to support 60-80s rock and roll show
<ul style="list-style-type: none"> Music in the park, music at Butchart Gardens 	<ul style="list-style-type: none"> More outreach to older adults 	<ul style="list-style-type: none"> Getting the message out on walking groups, knitting groups, physically active with bikes
<ul style="list-style-type: none"> Wednesday evening in the park to meet new people 	<ul style="list-style-type: none"> More entertainment to draw people out to facilities 	<ul style="list-style-type: none"> Pathways signage or map with the best safe bike routes
<ul style="list-style-type: none"> Brentwood Bay days 	<ul style="list-style-type: none"> Improve activities for young teenagers to have safe places outdoors, basketball, etc. 	<ul style="list-style-type: none"> Create densification for safe and walkable communities
	<ul style="list-style-type: none"> More one on one time to provide customer service to residents 	



Respect and Social Inclusion

Residents in Central Saanich share a strong sense of community and indicated there are several activities and programs to help them stay connected to family, friends, and their communities. There is a need for regular check-ins, creating affordable housing close to community centres to reduce social isolation. Residents would like more opportunities for participation in activities across Central Saanich.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> People are friendly 	<ul style="list-style-type: none"> Technology challenges limit opportunities for participation in online activities 	<ul style="list-style-type: none"> Provide help in the home, social visits, delivery services
<ul style="list-style-type: none"> Older adults' discounts and older adults parking at local stores 	<ul style="list-style-type: none"> Need for more outdoor spaces to gather and meeting places in Saanichton for older adults who do not drive 	<ul style="list-style-type: none"> Regular check ins for those living alone and volunteer programs such as older adults helping older adults
<ul style="list-style-type: none"> Facilities and activities are? inviting (Library, Seniors Centre, Lawn Bowling) 	<ul style="list-style-type: none"> More opportunities for senior friendly groups, and interaction with all ages 	<ul style="list-style-type: none"> Build more older adults clubs across Central Saanich and provide information for older adults.
<ul style="list-style-type: none"> Mixed community gathering spaces where elderly and children can interact (parks) 	<ul style="list-style-type: none"> More integration with First Nations communities 	<ul style="list-style-type: none"> Services that allow older adults who are aging in place to participate in community, social, faith events
<ul style="list-style-type: none"> Volunteer opportunities 	<ul style="list-style-type: none"> Not enough free community supports 	<ul style="list-style-type: none"> Technology education for older adults, possibly with youth to encourage intergenerational interaction
<ul style="list-style-type: none"> Good relations with First Nations communities 	<ul style="list-style-type: none"> Sharing information and finding services 	<ul style="list-style-type: none"> Create affordable retirement style housing (small homes) close to core areas, improve affordability (need for lower taxes)
		<ul style="list-style-type: none"> Event coordinator position
		<ul style="list-style-type: none"> Transportation to events, activities.



Civic Participation and Employment

Participants expressed they felt welcome to participate in processes for updating and developing local plans and strategies, as well as to attend meetings and engage with Council. There are also many opportunities for mentorship for business owners, employment, and volunteering. The core challenge identified is having a central location or focal point to access information. A need was identified for a central location to get information in-person.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Older adults welcome to have their say at Council and participate in the development of community plans Opportunities to be business mentors and entrepreneurs Opportunities for employment of older adults at local businesses 	<ul style="list-style-type: none"> Requirement of membership for recreation Finding a focal point in the community Not comfortable with technology to gather information and would like to talk to someone 	<ul style="list-style-type: none"> Once a month drop-in for older adults at the Municipal Hall to answer questions and socialize Senior volunteers in schools Create a volunteer centre or registry at the Municipal Hall (a central location)
<ul style="list-style-type: none"> Saanich market is a great place for socializing Volunteer opportunities are available for older adults 		
<ul style="list-style-type: none"> Friendly municipality for older adults' sports 		

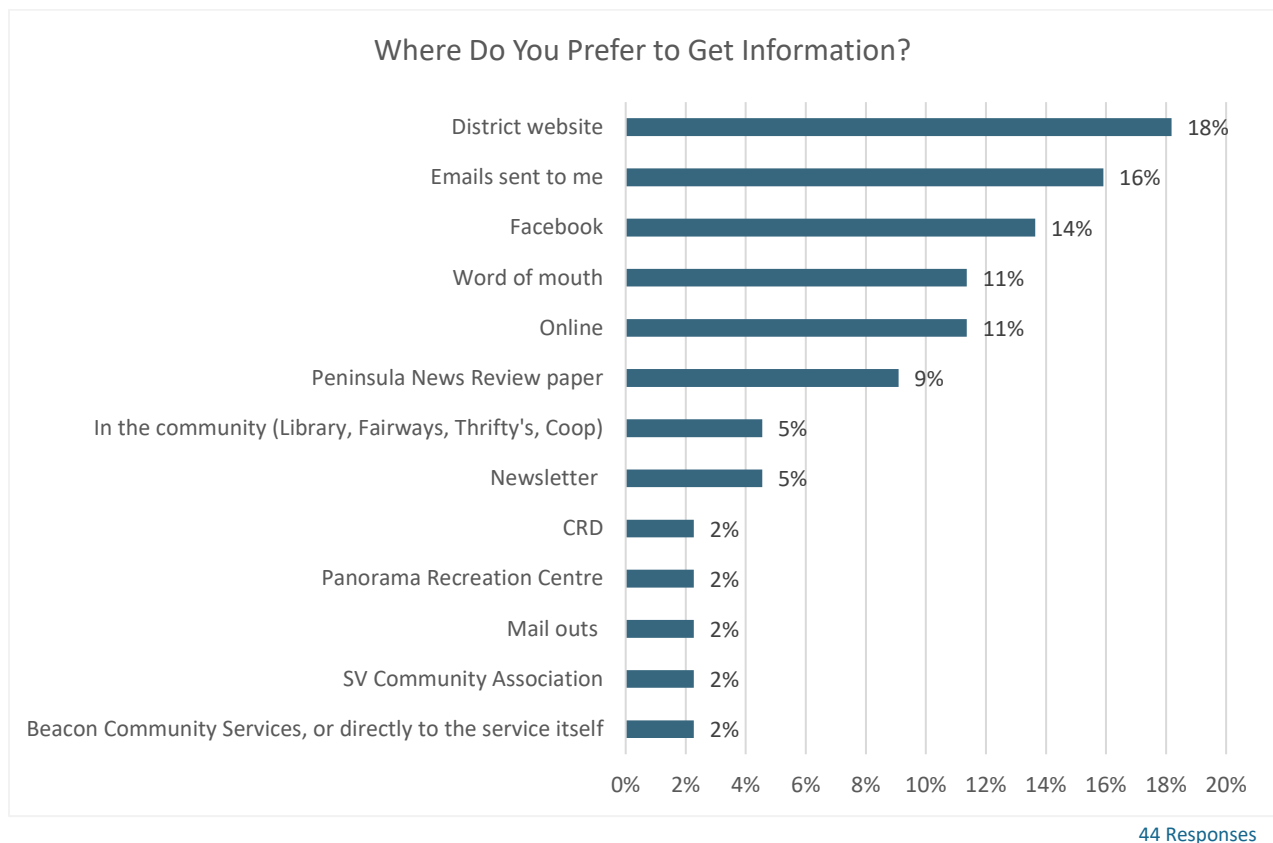
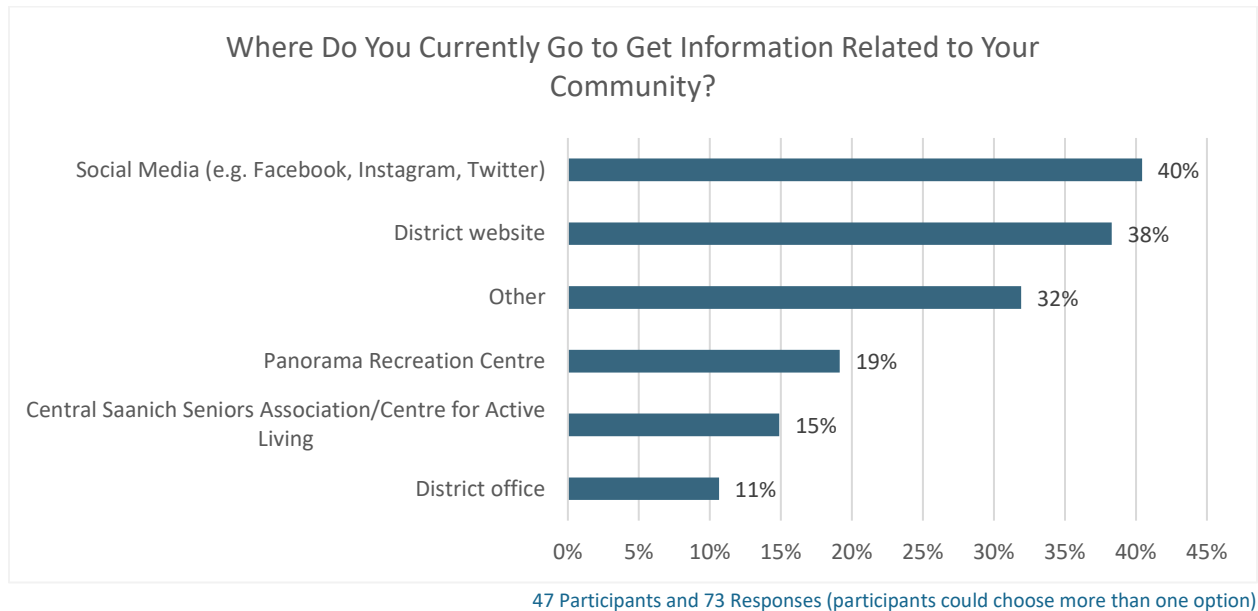


Communication and Information

Residents highlighted the ability to access information online and at the library and positive communications within the District. They also identified challenges with finding and sharing information and suggested most emphasis on print materials, the return of a welcome wagon, local services brochure, and a centralized method (phone line or drop-in office) to access senior services resources.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> Central Saanich Website, Facebook (District site and community groups), Peninsula News Positive communication encourages connection 	<ul style="list-style-type: none"> Sign-up ability for events with time to book a handyDART (min 2 weeks) Better signage and maps at Centennial Park 	<ul style="list-style-type: none"> Create a municipal and local services brochure with contact numbers, such as the Seniors Services Directory, but local One stop information centre and a central phone number for people to speak with an experienced attendant
<ul style="list-style-type: none"> In-person council meetings and online access to community meetings 	<ul style="list-style-type: none"> Technology challenges for older adults, hard to pay bills online and information harder to read 	<ul style="list-style-type: none"> Welcome Wagon partner with Municipal Hall and local stores to create an information basket with volunteers to deliver
<ul style="list-style-type: none"> Librarians are great sources of information 	<ul style="list-style-type: none"> Having everything online eliminates those without access 	<ul style="list-style-type: none"> Provide access to low-cost computers / tablets for older adults
<ul style="list-style-type: none"> Seniors Centre, Saanichton Village Association 	<ul style="list-style-type: none"> Finding and sharing information 	<ul style="list-style-type: none"> Technology training in the community
		<ul style="list-style-type: none"> Look at creative way to get information out Encourage community churches, organizations to volunteer during extreme weather events

Survey participants were also asked to share where they currently go to get information and where would they prefer to get information.





Community Support and Health Services

The participants recognized the Peninsula has some excellent health care services, but the current shortages of family medical care and staff in long-term care make it challenging to find a family medical practitioner. The high cost of food is compounded by the costs of home delivery. Beacon Community Service's offers three delivered meals a week through the- More than Meals program and local food banks include the Peninsula Food Bank and Living Edge Market. Participants also indicated more access to information on what is available would help navigate the existing resources in the District. Additional programs could be added by collaborating with first responders, all levels of government, growing volunteer services, and supporting the Seniors Centre.

Strengths	Challenges	Opportunities
<ul style="list-style-type: none"> ▪ Have dental, medical, optometrist, alternative health (massage and chiro) and pharmacies ▪ Hospital and health team in Central Saanich is excellent ▪ Living Edge Market (free food), More than Meals from Shoal Centre ▪ Delivery services (grocery and pharmacy), medical equipment loans ▪ Community police and a safe community ▪ Mt Newton Centre Society, Seniors Centre ▪ Community Support and Victim Services 	<ul style="list-style-type: none"> ▪ Staff shortages in long-term care facilities ▪ Transportation to clinics ▪ Access to medical care, multidisciplinary clinics, doctors/ Nurse Practitioners, nutritional support, addiction services, free dental ▪ Access to services to stay in home (i.e., Shoal Centre type services) ▪ High costs (e.g., high taxes, cost of home delivery, pay parking at hospital) ▪ Lack of drop-in community events to older adults' facilities ▪ More community support for childcare 	<ul style="list-style-type: none"> ▪ Provide a list of older adults' services available, such as a local seniors directory. ▪ Volunteer Centre (dog walkers, food delivery) ▪ Better home care, house calls from doctors ▪ Collaborate with First Responders ▪ Government support programs, Meals on Wheels services ▪ Upgrades to Seniors Centre and full-time coordinator

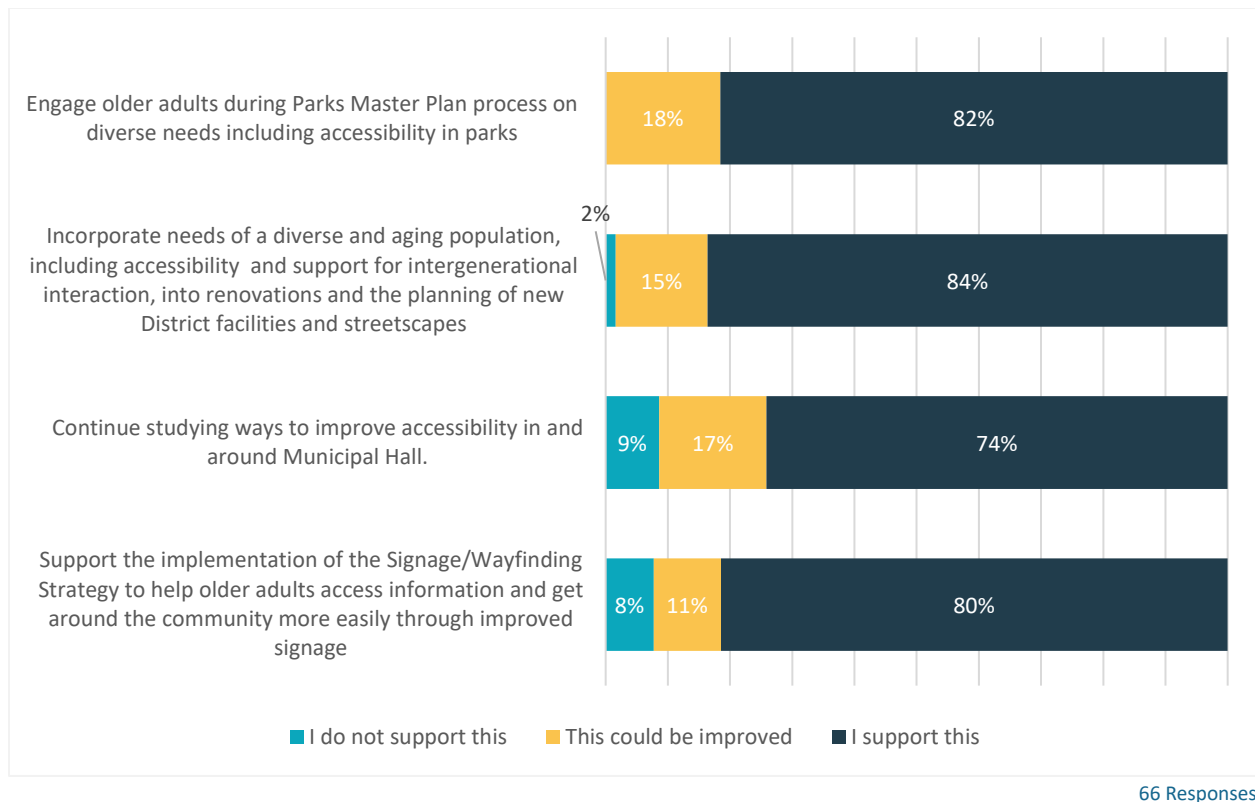
5. Round 2: What We Heard – Draft Actions

During the second round of engagement, we asked participants to provide feedback on the draft Age-Friendly Plan actions for Central Saanich. The following summarizes the responses we received.



Outdoor Spaces and Public Buildings

Participants were asked to share their level of support for age-friendly actions related to planning, accessibility, improving access at the Municipal Hall and signage.



Additional comments:

20 Responses

Additional ideas on open spaces and public buildings included:

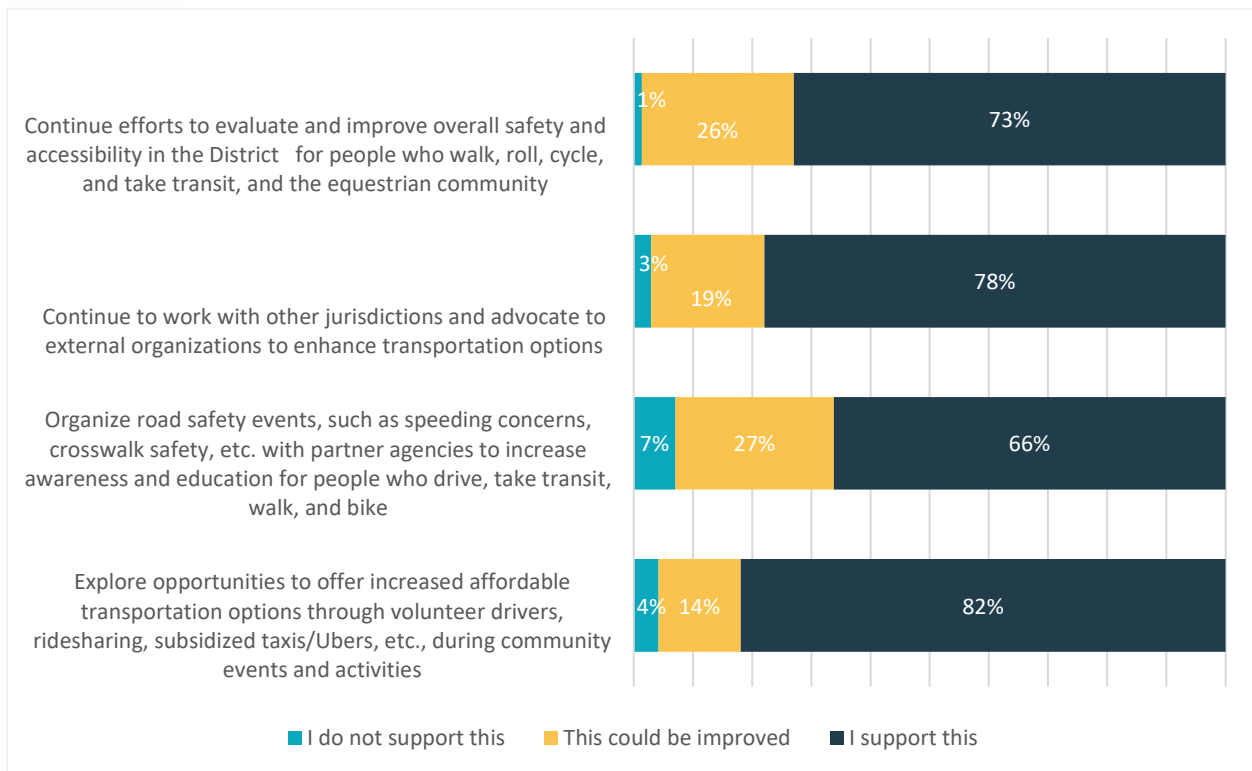
- Improving accessibility of sidewalks for wheelchairs, scooters and other mobility users including ramps, access, crosswalks, and maintenance.

- Safety was a concern, with feedback noting adding multiuse pathways, improving maintenance, including replacing trees, and better snow removal.
- Additional safety ideas included integrating location technology for helping caregivers locate seniors.
- Increasing public amenities such as seating in HEL,HILEØ (Gladness/Happiness) (formerly Pioneer Park), being mindful of shading within parks and seating, and adding public bathrooms were also identified.
- Other comments were provided to both support and not support dog parks, in addition to being mindful of keeping natural areas.



Transportation

Participants were asked to share their support related to actions on how to improve access and safety for transportation.

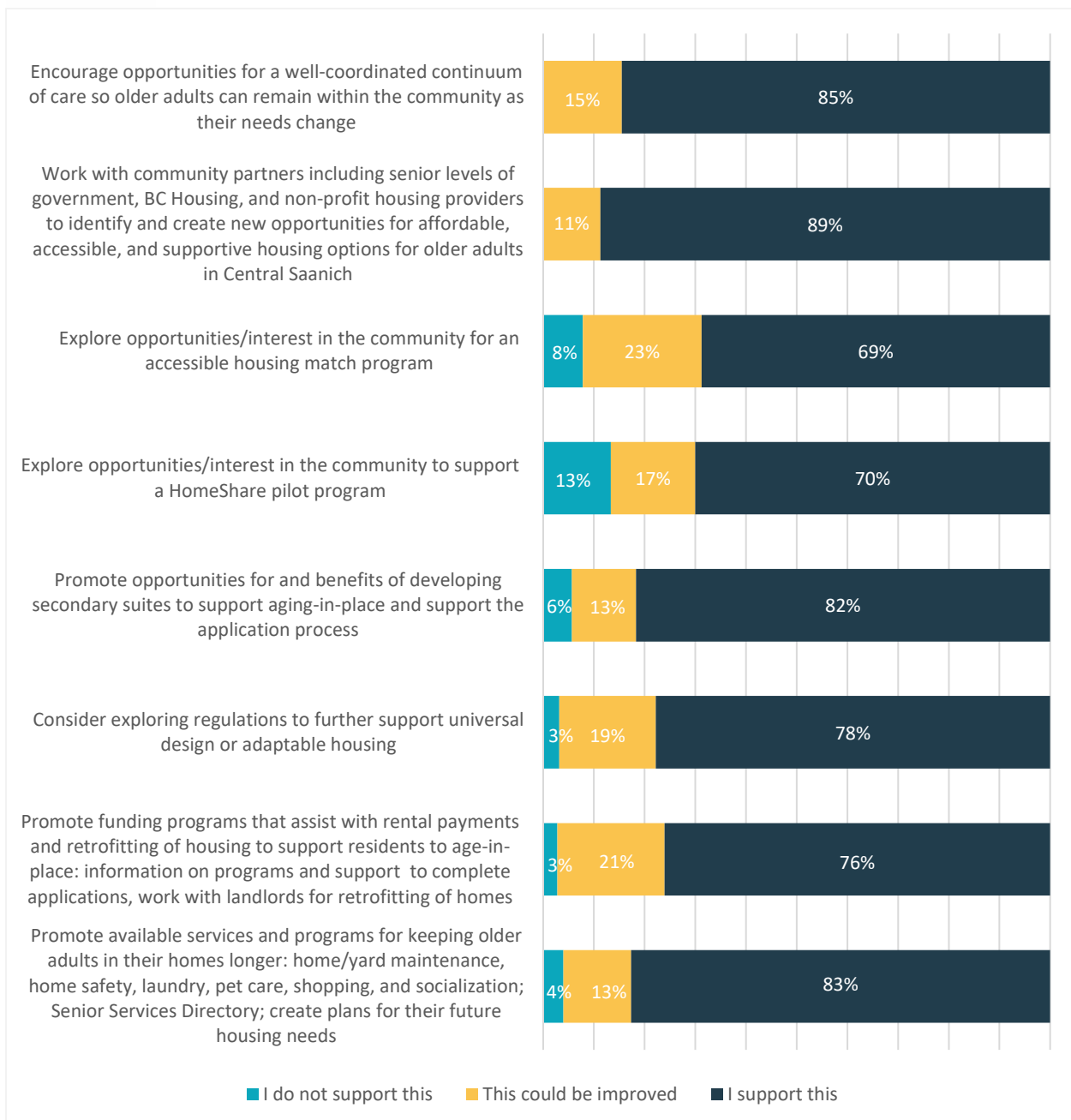


74 Responses



Housing

Participants were asked to share their support of actions to improve housing options, and aging-in-place in Central Saanich.



75 Responses

Additional comments:

23 Responses

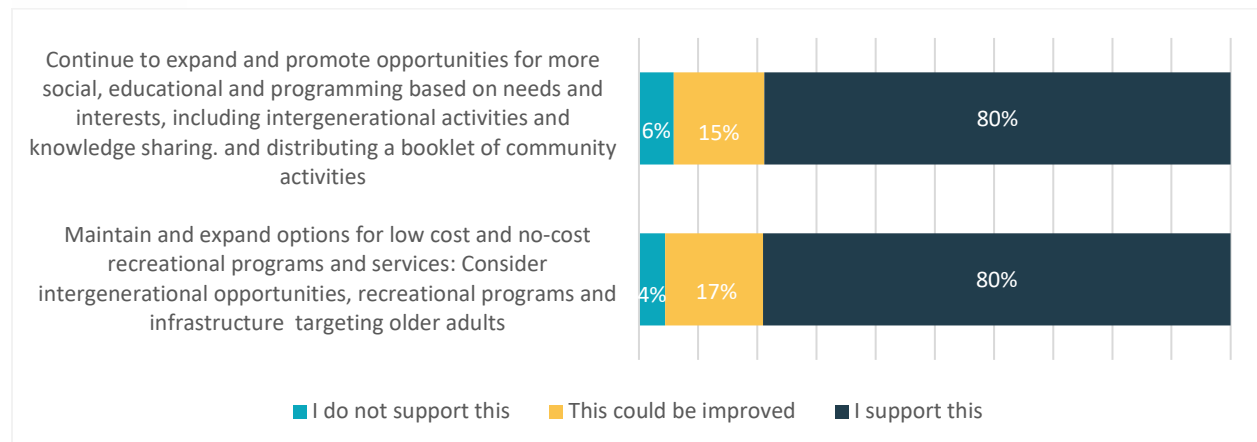
Additional comments on housing included:

- Housing options support aging in place through programs that support older adults to stay at home such as personal care, and yard and home services.
- Many family and care teams provide support by vehicle and there is a need to maintain transportation routes to provide easy access to aging adults.
- Densification of housing such as adding suites to homes was supported with caution on the impact of neighbourhood parking.
- Funding for retrofitting homes should be through provincial and federal programs, versus municipal funds.
- Central Saanich like many municipalities has a shortage of diverse, smaller, and senior' housing.
- It was noted that housing is also necessary for those who provide older adults support in the home or in care homes and ultimately support those aging-in-place.



Social Participation

Participants were asked to share their support of actions to expand social participation including increased activities and programming.



84 Responses

Additional comments:

16 Responses

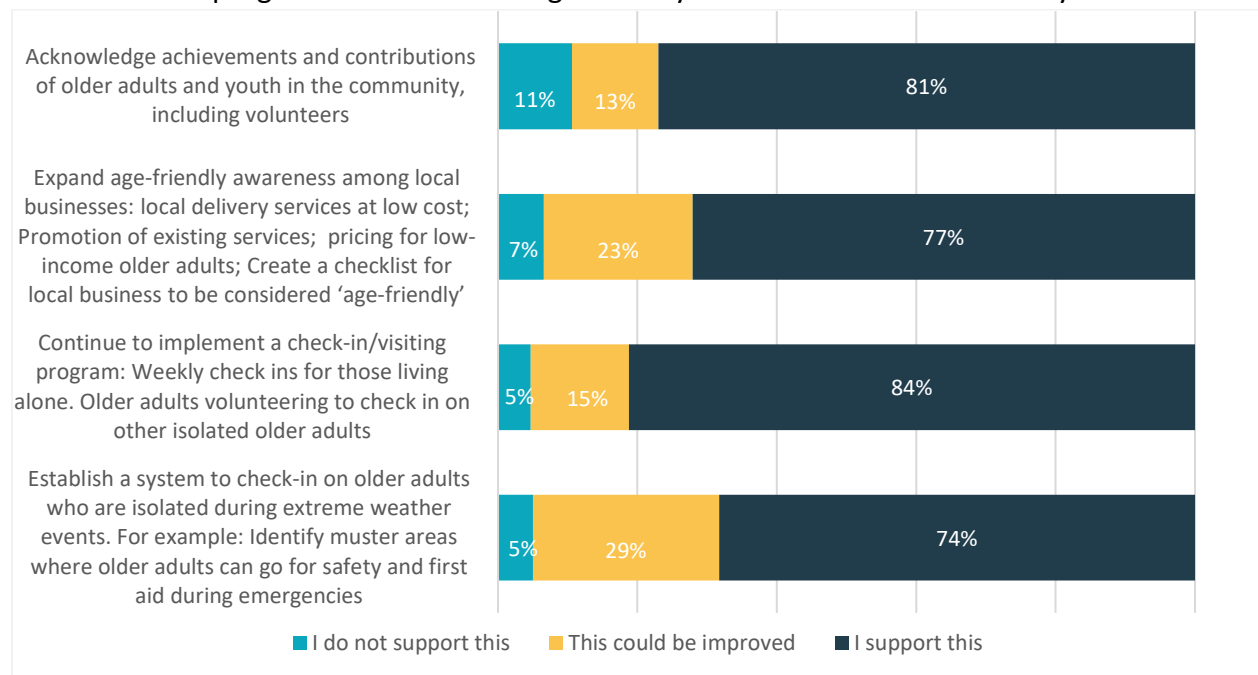
Additional comments on social participation included:

- It was noted many grandparents care for grandchildren and programs at the Library and Cultural Centre in Brentwood and additional opportunities for intergenerational activities would be appreciated; however it was also noted the activities of youth and older adults should also be separate.
- Additional activities were also identified as a need for disabled older adults (outside of bridge and bingo) to remain active and engaged.
- Panorama Recreation Centre provides programming related to both mental and physical health to support older adults.
- As people age there is less of a desire to travel to other communities, which is a barrier to accessing activities.
- Annual and additional fees for activities are a barrier for low-income older adults.



Respect and Social Inclusion

Residents in Central Saanich were asked to share their support of actions for respect and social inclusion, which included actions related to regular check-in programs and increased age-friendly awareness in the community.



74 Responses

Additional comments:

21 Responses

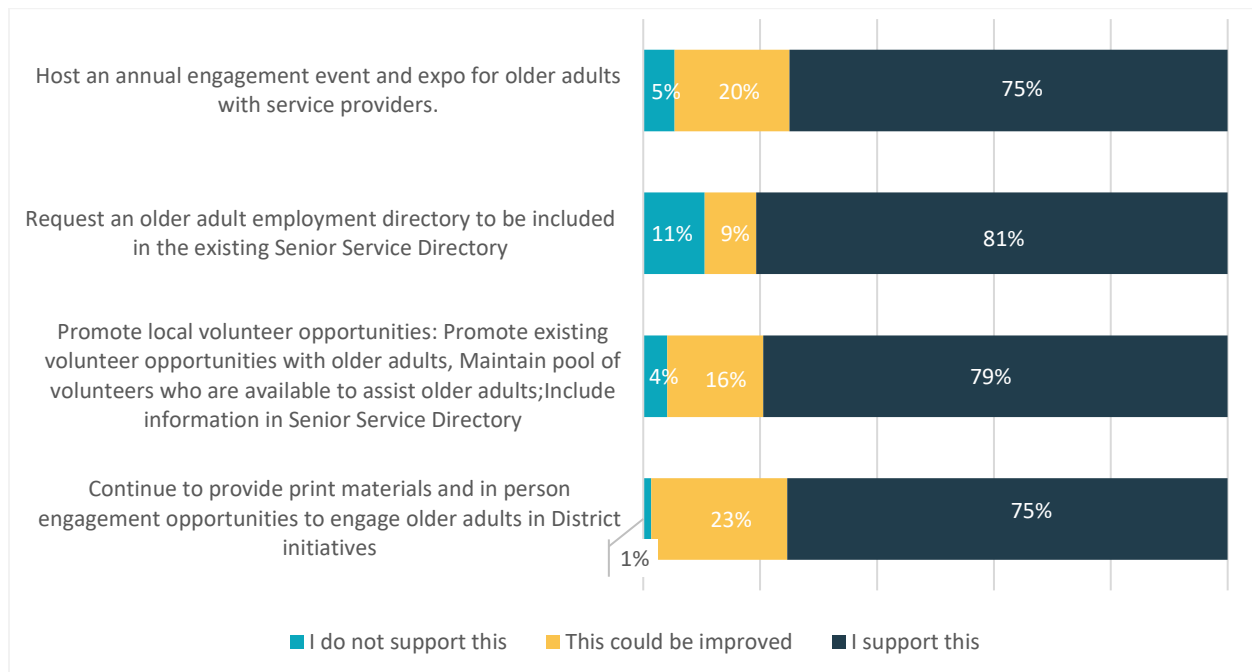
Additional comments to be more socially inclusive included:

- Improving accessibility to businesses for those with reduced mobility and encouraging businesses to deliver locally to those with limited income.
- Providing easy access information and providing options for bringing older adults together for low-cost meals in a central location.
- Older adults to get involved in school talks would increase support of intergenerational interactions.
- Providing emergency preparedness planning and providing a block watch program to check in on older adults during extreme weather events. This could include a list of older adults in neighbourhood to improve inclusion and support those aging in place.



Civic Participation and Employment

Participants were asked to share their support of actions related to being involved in the community and participating in civic processes in Central Saanich.



73 Responses

Additional comments:

11 Responses

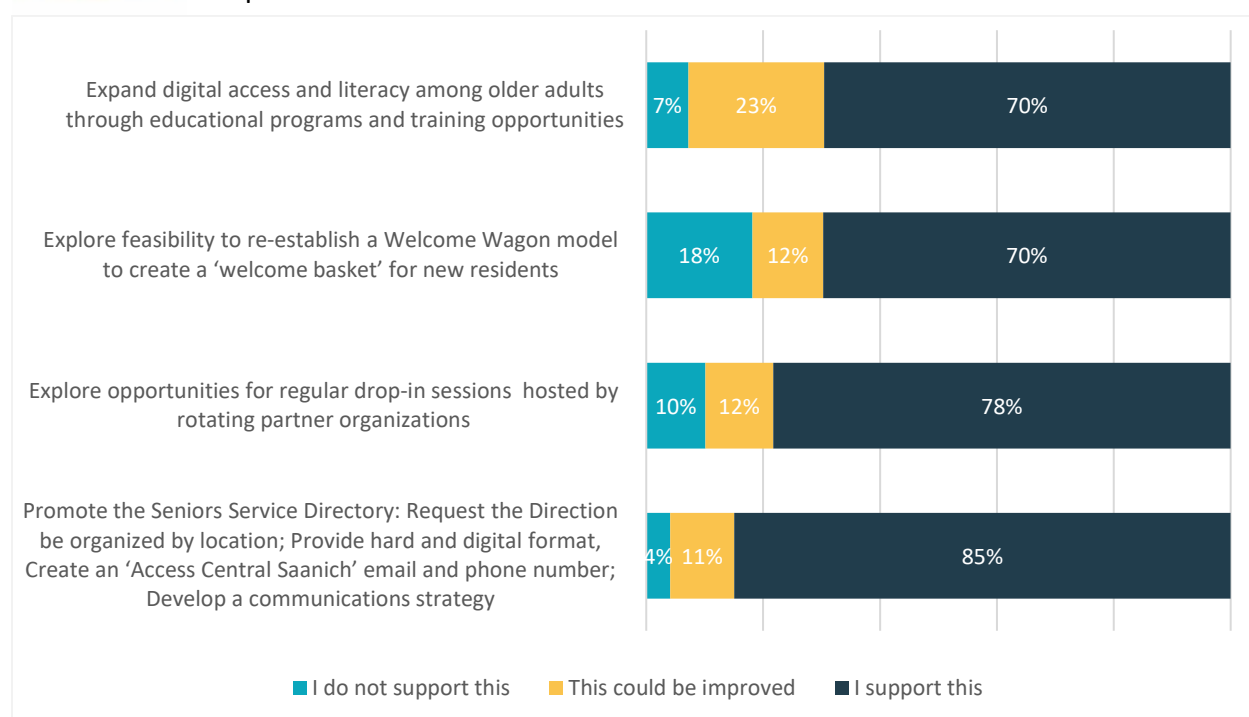
Additional comments on civic participation included:

- Participants shared that volunteering and part-time employment opportunities are valuable for both older adults and community organizations as they support building a sense of community and belonging.
- It would be helpful to have a mail out specific to certain areas of the exact services and activities as too much information for the entire peninsula makes it difficult.



Communication and Information

Residents in Central Saanich were asked to share their support of actions to improve communication and information.



73 Responses

Additional comments:

17 Responses

Additional comments on communication included:

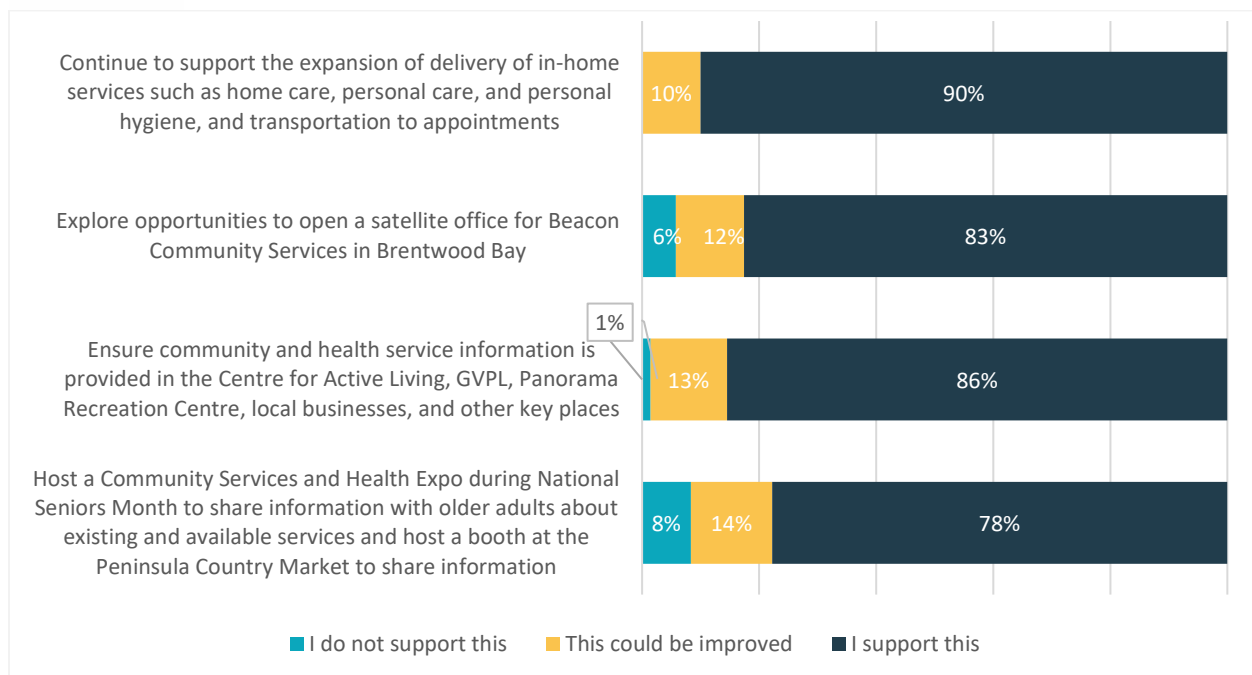
- Participants noted the importance of partnering with community and service organizations and using the local news to support ongoing communication.

- Digital access and literacy for older adults who have no experience with or access to computers and smart phones was also noted as a major barrier to functioning in a digital world, including awareness of phone and internet scams.
- One option identified for older adults to support their peers included volunteer readers for those who are visually impaired.



Community Support and Health Services

Participants were asked to share their support of actions to facilitate the provision of community support and health services within Central Saanich.



Additional comments:

18 Responses

Additional comments on community support and health services included:

- Participants were supportive of a satellite office for Beacon Community Services in a central and easily accessible location by vehicle and public transportation.
- The need for more health care providers including GPs, and multi-disciplinary wraparound health clinics in the District.
- Consideration for tax breaks for older adults who participate in fitness programs
- Adding older adult programming at Panorama Recreation Centre similar to older adults' programming currently available through the Shoal Centre.

6. Final Thoughts from the Community



Additional comments about the draft actions or Age-Friendly Plan process

25 Responses

Participants identified the development of an age-friendly plan as important to supporting older adults to age in place and many great ideas have been identified.

They also highlighted the importance of the proposed actions being supported by existing organizations. Those who participated shared additional feedback on traffic safety at intersections, increasing speeding on roads, ability to share the roadway and improving pedestrian pathways and sidewalks. While some of the specific comments are not able to be addressed directly through the Age-Friendly Plan, the feedback has been shared with the District's Engineering and Parks teams.

Participants also shared the importance of digital literacy and need for education opportunities to improve digital communications for older adults, including activities such as digital drop-ins via zoom or a digital coffee club. Additional areas to improve to grow activities locally such as more pickleball courts for older adults, better bus services, and a universal access system on one of the local docks or beaches for older or disabled kayakers who need assistance launching their kayaks.

"Those using wheelchairs, I think, would be especially excited to move freely on the water".

"Thanks for this survey. For us, as seniors, we want to remain in Central Saanich. But it becomes more difficult with age."

"A really excellent start in a process that should help seniors, an increasing proportion of our population."

7. Next Steps

The project team and District staff and Council will be receiving this report and able to review all the feedback provided. This feedback was integrated into the final draft Age-Friendly Community Plan, to be presented to Council.

Public and stakeholder input has been critical to the development of the Age-Friendly Plan.

To stay informed on this project, please visit <https://letstalkcentralsaanich.ca/agefriendly>